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6

7 **UNITED STATES DISTRICT COURT**  
8 **CENTRAL DISTRICT OF CALIFORNIA**  
9

10 JARDINE GOUGIS,  
11 Plaintiff,  
12 vs.

13  
14 REALTY INCOME PROPERTIES 23,  
15 LLC; and DOES 1 to 10,  
16 Defendants.  
17  
18  
19  
20  
21  
22  
23

**Case No.:**

COMPLAINT FOR INJUNCTIVE  
RELIEF AND DAMAGES FOR  
VIOLATION OF:

1. AMERICANS WITH DISABILITIES  
ACT, 42 U.S.C. §12131 et seq.;
2. CALIFORNIA'S UNRUH CIVIL  
RIGHTS ACT, CAL CIV. CODE §§ 51 -  
52 et seq.;
3. CALIFORNIA'S DISABLED  
PERSONS ACT, CAL CIV. CODE §54 et  
seq.
4. CALIFORNIA HEALTH & SAFETY  
CODE § 19955, et seq.
5. NEGLIGENCE

24  
25 Plaintiff JARDINE GOUGIS ("Plaintiff") complains of REALTY INCOME  
26 PROPERTIES 23, LLC; and DOES 1 to 10 ("Defendants") and alleges as follows:

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28 //

**PARTIES**

1  
2 1. Plaintiff is a California resident with a physical disability. Plaintiff is  
3 substantially limited in her ability to walk due to osteoarthritis on both hips. Plaintiff  
4 requires the use of a wheelchair at all times when traveling in public.

5 2. Defendants are, or were at the time of the incident, the real property owners,  
6 business operators, lessors and/or lessees of the real property for a gas station and  
7 convenience store ("Business") located at or about 250 S. Glenoaks Blvd., Burbank,  
8 California.

9 3. The true names and capacities, whether individual, corporate, associate or  
10 otherwise of Defendant DOES 1 to 10, and each of them, are unknown to Plaintiff, who  
11 therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of Court  
12 to amend this Complaint when the true names and capacities have been ascertained.  
13 Plaintiff is informed and believes and, based thereon, alleges that each such fictitiously  
14 named Defendants are responsible in some manner, and therefore, liable to Plaintiff for  
15 the acts herein alleged.

16 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant  
17 times, each of the Defendants was the agent, employee, or alter-ego of each of the other  
18 Defendants, and/or was acting in concert with each of the other Defendants, and in doing  
19 the things alleged herein was acting with the knowledge and consent of the other  
20 Defendants and within the course and scope of such agency or employment relationship.

21 5. Whenever and wherever reference is made in this Complaint to any act or  
22 failure to act by a defendant or Defendants, such allegations and references shall also be  
23 deemed to mean the acts and failures to act of each Defendant acting individually, jointly  
24 and severally.

**JURISDICTION AND VENUE**

25  
26 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and  
27 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*  
28 *seq.*)



standards. Defendants failed to maintain the paint on the ground as required.

d. Defendants failed to maintain the parking space designated for persons with disabilities to comply with the federal and state standards. Defendants failed to maintain the mark on the space with the International Symbol of Accessibility.

14. These barriers and conditions denied Plaintiff the full and equal access to the Business and caused her difficulty and frustration. Plaintiff wishes to return and patronize the Business, however, Plaintiff is deterred from visiting the Business because her knowledge of these violations prevents her from returning until the barriers are removed.

15. Based on the violations, Plaintiff alleges, on information and belief, that there are additional barriers to accessibility at the Business after further site inspection. Plaintiff seeks to have all barriers related to her disability remedied. *See Doran v. 7-Eleven, Inc.* 524 F.3d 1034 (9<sup>th</sup> Cir. 2008).

16. In addition, Plaintiff alleges, on information and belief, that Defendants knew that particular barriers render the Business inaccessible, violate state and federal law, and interfere with access for the physically disabled.

17. At all relevant times, Defendants had and still have control and dominion over the conditions at this location and had and still have the financial resources to remove these barriers without much difficulty or expenses to make the Business accessible to the physically disabled in compliance with ADDAG and Title 24 regulations. Defendants have not removed such barriers and have not modified the Business to conform to accessibility regulations.

### **FIRST CAUSE OF ACTION**

#### **VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990**

18. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

1           19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual  
2 shall be discriminated against on the basis of disability in the full and equal enjoyment of  
3 the goods, services, facilities, privileges, advantages, or accommodations of any place of  
4 public accommodation by any person who owns, leases, or leases to, or operates a place  
5 of public accommodation. *See* 42 U.S.C. § 12182(a).

6           20. Discrimination, *inter alia*, includes:

- 7           a. A failure to make reasonable modification in policies, practices, or  
8 procedures, when such modifications are necessary to afford such  
9 goods, services, facilities, privileges, advantages, or accommodations  
10 to individuals with disabilities, unless the entity can demonstrate that  
11 making such modifications would fundamentally alter the nature of  
12 such goods, services, facilities, privileges, advantages, or  
13 accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- 14           b. A failure to take such steps as may be necessary to ensure that no  
15 individual with a disability is excluded, denied services, segregated or  
16 otherwise treated differently than other individuals because of the  
17 absence of auxiliary aids and services, unless the entity can  
18 demonstrate that taking such steps would fundamentally alter the  
19 nature of the good, service, facility, privilege, advantage, or  
20 accommodation being offered or would result in an undue burden. 42  
21 U.S.C. § 12182(b)(2)(A)(iii).
- 22           c. A failure to remove architectural barriers, and communication barriers  
23 that are structural in nature, in existing facilities, and transportation  
24 barriers in existing vehicles and rail passenger cars used by an  
25 establishment for transporting individuals (not including barriers that  
26 can only be removed through the retrofitting of vehicles or rail  
27 passenger cars by the installation of a hydraulic or other lift), where  
28 such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

d. A failure to make alterations in such a manner that, to the maximum extent feasible, the altered portions of the facility are readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs or to ensure that, to the maximum extent feasible, the path of travel to the altered area and the bathrooms, telephones, and drinking fountains serving the altered area, are readily accessible to and usable by individuals with disabilities where such alterations to the path or travel or the bathrooms, telephones, and drinking fountains serving the altered area are not disproportionate to the overall alterations in terms of cost and scope. 42 U.S.C. § 12183(a)(2).

21. Where parking spaces are provided, accessible parking spaces shall be provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 in (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall be van parking space. 2010 ADA Standards § 208.2.4.

22. Under the ADA, the method and color of marking are to be addressed by State or local laws or regulations. *See* 36 C.F.R., Part 1191. Under the California Building Code (“CBC”), the parking space identification signs shall include the International Symbol of Accessibility. Parking identification signs shall be reflectorized with a minimum area of 70 square inches. Additional language or an additional sign below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A parking space identification sign shall be permanently posted immediately adjacent and visible from each parking space, shall be located with its centerline a maximum of 12 inches from the centerline of the parking space and may be posted on a wall at the interior end of the parking space. *See* CBC § 11B-502.6, *et seq.*

1           23. Moreover, an additional sign shall be posted either in a conspicuous place at  
2 each entrance to an off-street parking facility or immediately adjacent to on-site  
3 accessible parking and visible from each parking space. The additional sign shall not be  
4 less than 17 inches wide by 22 inches high. The additional sign shall clearly state in  
5 letters with a minimum height of 1 inch the following: "Unauthorized vehicles parked in  
6 designated accessible spaces not displaying distinguishing placards or special license  
7 plates issued for persons with disabilities will be towed always at the owner's expense..."  
8 *See* CBC § 11B-502.8, *et seq.*

9           24. Here, Defendants failed to provide the parking space identification sign with  
10 the International Symbol of Accessibility. In addition, Defendants failed to provide signs  
11 stating "Minimum Fine \$250" and "Van Accessible."

12           25. For the parking spaces, access aisles shall be marked with a blue painted  
13 borderline around their perimeter. The area within the blue borderlines shall be marked  
14 with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting  
15 with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall  
16 be painted on the surface within each access aisle in white letters a minimum of 12 inches  
17 (305 mm) in height and located to be visible from the adjacent vehicular way. CBC §  
18 11B-502.3.3.

19           26. Here, Defendants failed to properly maintain the access aisles as there were  
20 faded "NO PARKING" and faded blue lines painted on the parking surface.

21           27. The surface of each accessible car and van space shall have surface  
22 identification complying with either of the following options: The outline of a profile  
23 view of a wheel chair with occupant in white on a blue background a minimum 36" wide  
24 by 36" high (914 mm x 914 mm). The centerline of the profile view shall be a maximum  
25 of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the  
26 length of the parking space and its lower side or corner aligned with the end of the  
27 parking space length or by outlining or painting the parking space in blue and outlining  
28



1 on the ground in white or a suitable contrasting color a profile view of a wheel chair with  
 2 occupant. *See* CBC § 11B-502.6.4, *et seq.*

3 28. Here, Defendants failed to maintain the mark on the surface with the  
 4 International Symbol of Accessibility as required.

5 29. A public accommodation shall maintain in operable working condition those  
 6 features of facilities and equipment that are required to be readily accessible to and usable  
 7 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a). By failing to  
 8 maintain the facility to be readily accessible and usable by Plaintiff, Defendants are in  
 9 violation of Plaintiff's rights under the ADA and its related regulations.

10 30. The Business has denied and continues to deny full and equal access to  
 11 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be  
 12 discriminated against due to the lack of accessible facilities, and therefore, seeks  
 13 injunctive relief to alter facilities to make such facilities readily accessible to and usable  
 14 by individuals with disabilities.

## 15 **SECOND CAUSE OF ACTION**

### 16 **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

17 31. Plaintiff incorporates by reference each of the allegations in all prior  
 18 paragraphs in this complaint.

19 32. California Civil Code § 51 states, "All persons within the jurisdiction of this  
 20 state are free and equal, and no matter what their sex, race, color, religion, ancestry,  
 21 national origin, disability, medical condition, genetic information, marital status, sexual  
 22 orientation, citizenship, primary language, or immigration status are entitled to the full  
 23 and equal accommodations, advantages, facilities, privileges, or services in all business  
 24 establishments of every kind whatsoever."  
 25

26 33. California Civil Code § 52 states, "Whoever denies, aids or incites a denial,  
 27 or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable  
 28 for each and every offense for the actual damages, and any amount that may be



1 determined by a jury, or a court sitting without a jury, up to a maximum of three times the  
2 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any  
3 attorney's fees that may be determined by the court in addition thereto, suffered by any  
4 person denied the rights provided in Section 51, 51.5, or 51.6.

5 34. California Civil Code § 51(f) specifies, "a violation of the right of any  
6 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)  
7 shall also constitute a violation of this section."

8 35. The actions and omissions of Defendants alleged herein constitute a denial  
9 of full and equal accommodation, advantages, facilities, privileges, or services by  
10 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.  
11 Defendants have discriminated against Plaintiff in violation of California Civil Code §§  
12 51 and 52.

13 36. The violations of the Unruh Civil Rights Act caused Plaintiff to experience  
14 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory  
15 damages as specified in California Civil Code §55.56(a)-(c).

### 16 **THIRD CAUSE OF ACTION**

#### 17 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

18 37. Plaintiff incorporates by reference each of the allegations in all prior  
19 paragraphs in this complaint.

20 38. California Civil Code § 54.1(a) states, "Individuals with disabilities shall be  
21 entitled to full and equal access, as other members of the general public, to  
22 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,  
23 and physicians' offices, and privileges of all common carriers, airplanes, motor vehicles,  
24 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes  
25 of transportation (whether private, public, franchised, licensed, contracted, or otherwise  
26 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,  
27 places of public accommodations, amusement, or resort, and other places in which the  
28

1 general public is invited, subject only to the conditions and limitations established by  
2 law, or state or federal regulation, and applicable alike to all persons.

3 39. California Civil Code § 54.3(a) states, “Any person or persons, firm or  
4 corporation who denies or interferes with admittance to or enjoyment of public facilities  
5 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an  
6 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for  
7 the actual damages, and any amount as may be determined by a jury, or a court sitting  
8 without a jury, up to a maximum of three times the amount of actual damages but in no  
9 case less than one thousand dollars (\$1,000) and any attorney’s fees that may be  
10 determined by the court in addition thereto, suffered by any person denied the rights  
11 provided in Section 54, 54.1, and 54.2.

12 40. California Civil Code § 54(d) specifies, “a violation of the right of an  
13 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also  
14 constitute a violation of this section, and nothing in this section shall be construed to limit  
15 the access of any person in violation of that act.

16 41. The actions and omissions of Defendants alleged herein constitute a denial  
17 of full and equal accommodation, advantages, and facilities by physically disabled  
18 persons within the meaning of California Civil Code § 54. Defendants have  
19 discriminated against Plaintiff in violation of California Civil Code § 54.

20 42. The violations of the California Disabled Persons Act caused Plaintiff to  
21 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for  
22 statutory damages as specified in California Civil Code §55.56(a)-(c).

#### 23 **FOURTH CAUSE OF ACTION**

#### 24 **CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

25 43. Plaintiff incorporates by reference each of the allegations in all prior  
26 paragraphs in this complaint.

27 44. Plaintiff and other similar physically disabled persons who require the use of  
28 a wheelchair are unable to use public facilities on a “full and equal” basis unless each

1 such facility is in compliance with the provisions of California Health & Safety Code §  
 2 19955 et seq. Plaintiff is a member of the public whose rights are protected by the  
 3 provisions of California Health & Safety Code § 19955 et seq.

4 45. The purpose of California Health & Safety Code § 1995 et seq. is to ensure  
 5 that public accommodations or facilities constructed in this state with private funds  
 6 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of  
 7 Title 1 of the Government Code. The code relating to such public accommodations also  
 8 require that “when sanitary facilities are made available for the public, clients, or  
 9 employees in these stations, centers, or buildings, they shall be made available for  
 10 persons with disabilities.

11 46. Title II of the ADA holds as a “general rule” that no individual shall be  
 12 discriminated against on the basis of disability in the full and equal enjoyment of goods  
 13 (or use), services, facilities, privileges, and accommodations offered by any person who  
 14 owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).  
 15 Further, each and every violation of the ADA also constitutes a separate and distinct  
 16 violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an  
 17 award of damages and injunctive relief pursuant to California law, including but not  
 18 limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

## 19 **FIFTH CAUSE OF ACTION**

### 20 **NEGLIGENCE**

21 47. Plaintiff incorporates by reference each of the allegations in all prior  
 22 paragraphs in this complaint.

23 48. Defendants have a general duty and a duty under the ADA, Unruh Civil  
 24 Rights Act and California Disabled Persons Act to provide safe and accessible facilities  
 25 to the Plaintiff.

26 49. Defendants breached their duty of care by violating the provisions of ADA,  
 27 Unruh Civil Rights Act and California Disabled Persons Act.

50. As a direct and proximate result of Defendants' negligent conduct, Plaintiff has suffered damages.

## PRAYER FOR RELIEF

WHEREFORE, Plaintiff respectfully prays for relief and judgment against Defendants as follows:

1. For preliminary and permanent injunction directing Defendants to comply with the Americans with Disability Act and the Unruh Civil Rights Act;

2. Award of all appropriate damages, including but not limited to statutory damages, general damages and treble damages in amounts, according to proof;

3. Award of all reasonable restitution for Defendants' unfair competition practices;

4. Reasonable attorney's fees, litigation expenses, and costs of suit in this action;

5. Prejudgment interest pursuant to California Civil Code § 3291; and

6. Such other and further relief as the Court deems just and proper.

## DEMAND FOR TRIAL BY JURY

Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby demands a trial by jury on all issues so triable.

Dated: January 17, 2023

SO. CAL. EQUAL ACCESS GROUP

By: /s/ Jason J. Kim  
Jason J. Kim, Esq.  
Attorneys for Plaintiff